

AHRQ's Primary Care Practice Facilitation Forum

This email newsletter is the first step in our plan to create a learning network for individuals with an interest in practice facilitation. We will use this listserve to share perspectives on questions and answers submitted by learning forum members, as well as resources, research articles, and events of interest.

PCPF Newsletter No. 7, April 11, 2012

Publication of Interest

- Laferriere, D., Liddy, C., Nash, K., Hogg, W. **Navigating Change: How Outreach Facilitators Can Help Clinicians Improve Patient Outcomes.** *Journal of the American Board of Family Medicine*, March-April 2012; 25(2): 232-237.

Published Abstract:

Objective: The objective of this study was to describe outreach facilitation as an effective method of assisting and supporting primary care practices to improve processes and delivery of care.

Methods: We spent 4 years working with 83 practices in Eastern Ontario, Canada, on the Improved Delivery of Cardiovascular Care through the Outreach Facilitation program.

Results: Primary care practices, even if highly motivated, face multiple challenges when providing quality patient care. Outreach facilitation can be an effective method of assisting and supporting practices to make the changes necessary to improve processes and delivery of care. Multiple jurisdictions use outreach facilitation for system redesign, improved efficiencies, and advanced access.

Conclusions: The development and implementation of quality improvement programs using practice facilitation can be challenging. Our research team has learned valuable lessons in developing tools, finding resources, and assisting practices to reach their quality improvement goals. These lessons can lead to improved experiences for the practices and overall improved outcomes for the patients they serve.

Access the full text at: <http://jabfm.org/content/25/2/232.full>

Question of the Week

- How does a facilitation program reach out to a practice, assess its needs, and determine its readiness for a facilitation intervention?

Submit your thoughts to PracticeFacilitation@mathematica-mpr.com. Your responses will be shared in next week's newsletter.

Please also let us know what other questions you are pondering by sending an email to the same address.

Resources

NEW! Check out the new [PCPF Updates page](#) at the PCMH Resource Center (www.pcmh.ahrq.gov).

We've posted information about upcoming learning opportunities, slides and audio from the first Practice Facilitation Webinar (held on February 2, 2012), and previous editions of the PCPF eNewsletter. Let us know what you think at PracticeFacilitation@mathematica-mpr.com.

Please visit the PCMH Resource Center at www.pcmh.ahrq.gov to explore white papers, briefs, a searchable citations database, and other resources related to the Patient-Centered Medical Home and primary care improvement.

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